

	WRITTEN DIRECTIVES AND COMMUNICATIONS	Operations Order 3.8.00
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1. **PURPOSE**

The Department provides a comprehensive system of written directives and communications that are issued for the direction and guidance of all personnel. It is the goal of the Department to ensure this information is disseminated in the most timely manner, providing employees with current best practices in their service to the community.

2. **DEFINITIONS**

WRITTEN DIRECTIVE	DESCRIPTION
A. Operations Orders / Tactical Procedures Manual Proponent: Policy Unit	- Establishes rules, regulations, policies, and procedures for the overall administration and management of the Department and the general conduct of all employees - Establishes policies for uniform enforcement of laws and outlines the procedures to be followed in the delivery of service to the community
B. Linked Documents Proponent: Policy Unit	- Additional information that enhances or furthers policy contained within Operations Orders such as itemized lists, templates, and information subject to routine or frequent revisions. - Revisions to Linked Documents are not required to go through the review process.
C. Legal Tips and Bulletins Proponent: Legal Unit	Information or training notifying employees of facts of law and court decisions that affect the everyday operations of police procedure.
D. Employee Notification System (ENS) Proponent: Office of Administration (OOA)	Notifications of important information disseminated to Department employees that affect operations.
E. Bureau Manuals Proponent: Individual bureau	- Contains material of an internal operational nature - Policies that pertain only to the personnel assigned to the concerned division or bureau and will be approved by the division/bureau commander/administrator - Designed to provide a method of issuing permanent written orders and instructions and for implementing verbal instructions from supervisors - Includes policies restricted due to operational sensitivity
F. Field Training Officer (FTO) Manual Proponent: Training Bureau	- Contains information regarding the operation and management of the Department's FTO program - The manual is maintained by the Field Training Unit located in the Training Bureau.
G. Department Newsletter Proponent: Public Affairs Bureau (PAB)	A weekly publication prepared by PAB containing job-oriented information, matters of general interest, administrative information, and personal matters such as promotions, transfers, vacation or sick leave information, fund-raisers, etc.
H. Mobile Data Computer (MDC) Manual Proponent: Information Technology Bureau (ITB)	- Acquaints personnel with the use and operational capabilities of the MDC - Is available to all employees in DMS under Documents/Bureau-Manuals/Other Manuals/MDC Manual
I. inPursuit Records Management System (RMS) User Manual Proponent: Strategic Information Bureau (SIB)	Acquaints personnel with the use and operational capabilities of the Department's RMS
J. Field Based Reporting (FBR) User Manual Proponent: SIB	Contains information of an operational nature regarding the creation, processing, and approval of many reports/forms used by the Department
K. Transfer Opportunities Bulletin (TOB) Proponent: SIB	Published weekly and contains transfer opportunities for sworn and professional staff positions within the Department.

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3. WRITTEN DIRECTIVES

- A. The Police Chief or designee has the authority to issue, modify, or approve the Department's written directives. Departmental policies and procedures are based on requirements imposed by city, state, and federal governments and other law enforcement facts of law, organizations, and the approved standards of best practice.
- B. Employees will adhere to the policy and procedure outlined within written directives and strive to use proper judgement and discretion in situations not specifically covered in Operations Orders and applicable manuals.
- C. Employees will only take action outside Department policy when a legitimate, articulable, and justifiable reason exists for such action. The necessity for such action should rarely occur.
 - (1) Employees will report their deviations from policy to their supervisor as soon as possible.
 - (2) Supervisors may issue orders that deviate from policy during an emergency. Such orders will be temporary, will remain in effect only during the emergency, and will be reported to the next higher-level supervisor as soon as practical.
- D. Operations Orders Review
 - (1) Operations Orders are set for automated annual or bi-annual review by identified Subject Matter Experts (SME) to facilitate the continued efficient and lawful operation of the Department.
 - (2) The SME will follow the steps as outlined below in Section E, to initiate a revision.
 - For administrative revisions (i.e. grammar, punctuation, formatting, work unit name changes, etc.), the SME will notify the Policy Unit via email at PPD.policy@phoenix.gov and the revision will not be sent out for additional review.
- E. Revisions to Operations Orders
 - (1) When the need for a policy revision is identified, the Policy Revision Form will be forwarded to the Organizational Integrity Bureau (OIB), Policy Unit with the following information:
 - Policy/s to be revised
 - Reason for the revision
 - A synopsis of the proposed change/s
 - Any supporting documentation/research material used to substantiate the changes
 - (2) City employees, other law enforcement agencies, citizens, and organizations such as Phoenix Law Enforcement Association (PLEA), Phoenix Police Sergeants and Lieutenants Association (PPSLA), and American Federation of State, County, and Municipal Employees (AFSCME), may submit policy revisions in a letter to the Police Chief or designee for review.
 - (3) Revision Review and Approval
 - (a) The Policy Unit will evaluate the proposed revision considering other relevant information such as impact on other policies or programs, conflict with City Administrative Regulations (AR) or labor organization contracts (MOU/MOA), and potential training requirements should the policy/revision be implemented.

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3. E. (3) (b) The Policy Unit will then facilitate a review with command staff and the following as appropriate:

- Other work units or SMEs
- Appropriate legal review
- Human Resources
- Any affected employee labor organization/s
- Training Bureau

- (c) Employees initiating the revisions, or a new policy, are included in the review process to clarify and answer questions.

- (d) The affected Division Assistant Chief or Police Chief will have final approval. If a response or approval of a revision is not received within two weeks (or an extension requested) the revision will be closed.

- (e) Proposed policies or revisions with unresolved issues past 60 days will be closed and it will be the responsibility of the originator to initiate a new request once the issue is resolved.

EXAMPLE: One bureau wants to change responsibilities in a policy and another disagrees with the proposal. If the two bureaus cannot come to a consensus within 60 days, the proposed revision will be closed. The original bureau may obtain consensus later and initiate a new request through their assistant chief noting the resolution between the two bureaus.

- (f) Exceptions to this section may be made for emergency revisions, law changes, or at the direction of the Police Chief or designee.

F. Distribution Responsibility

- (1) Revised Operations Orders/policies will be uploaded to the Document Management System (DMS) by the Policy Unit.

- (2) Operations Orders will be available electronically to all employees through DMS and considered distributed when uploaded. The revised/new policy will become effective upon electronic distribution

- (3) Employees will receive an email at the time of publication, and again two days before their electronic signature is due, if the revision has not been acknowledged by then.

- This email will prompt employees to log into DMS to sign revisions.

- (4) Employees **will be required** to view and sign revised Operations Orders within 15 days of publication.

- (5) It will be the responsibility of the affected precinct/bureau commander/administrator to ensure employees view the electronic Operations Orders when revisions are uploaded.

- (a) Bureau/precinct commanders/administrators or their designee will receive an Ops Orders Signatures Needed Audit report once a month.

- (b) The Ops Orders Signatures Needed Audit report will be inspected monthly by the inspections lieutenant/designee.



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3. G. Revisions to All Other Department Written Directives - Proposed revisions to bureau/tactical manuals, the MDC and FTO manuals, and the inPursuit RMS and FBR User manuals will be forwarded to the responsible assistant chiefs and/or bureau commanders/administrators.
 - (1) The policies outlined in these manuals will not conflict with existing Operations Orders.
 - (2) Responsible assistant chiefs and/or bureau commanders/administrators will be responsible for making the necessary revisions to manuals when procedures have changed or been implemented.
 - (3) Bureaus are responsible for forwarding revised manuals or manual sections to the Policy Unit to be reviewed to ensure there is no conflict with Operations Orders or City ARs. The Policy Unit will upload the revisions into DMS.
 - (4) Electronic Download Prohibited -- Employees **will not** download restricted manuals from DMS onto any storage device, such as compact discs (CDs), flash drives (jump drives), or secure digital (SD) cards.
4. **CONTRADICTION BETWEEN WRITTEN DIRECTIVES**
 - A. If contradictions occur between written directives, the Operations Orders will take precedence over all other manuals.
 - B. Any contradictions will be submitted to the Policy Unit, via email at ppd.policy@phoenix.gov
 - C. It is the responsibility of the Policy Unit to rectify contradictions brought to their attention.
5. **WRITTEN COMMUNICATIONS**
 - A. Employee Notification System (ENS)
 - (1) ENS must first be approved by the Office of Administration prior emailing to PAB at dm.detail@phoenix.gov.
 - (2) The PAB Web Detail is responsible for distributing ENS via email and uploading into DMS for electronic signature.
 - (3) Select ENS, at the directive of the Chief's Office, will require review and acknowledgement in DMS within 15 days of publication.
 - B. Legal Tips/Bulletins
 - (1) The Law Bulletins and Legal Tips are training aids notifying employees of facts of law and court decisions that affect the everyday operations of police procedure.
 - (2) These documents are written by the Department's Legal Unit, uploaded into DMS, and submitted to the PAB Web Detail for publication and distribution.
 - (3) All employees will be required to review and electronically sign these documents in DMS within 15 days of upload/distribution.



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5. C. Transfer Opportunities Bulletin (TOB)

- (1) The TOB will be prepared and published weekly by SIB and distributed via email to all employees.
- (2) Announcements for the TOB will be submitted through the requesting supervisor's chain of command via email to the PR Admin mailbox (PRAdmin@phoenix.gov).
- (3) All announcements will require the approval of a lieutenant or higher-ranking individual.

D. Department Newsletter

- (1) PAB is responsible for the publication of the Department Newsletter which distributed weekly via email and available in DMS.
- (2) All entries will require the approval of a lieutenant or higher-ranking individual.
- (3) All employees are responsible for reading, understanding, and adhering to the directives and procedures published in the Newsletter.

E. Letters/Memorandums

- (1) Any member of the Department may write an official letter or memorandum.
- (2) All written communications to any person or agency outside the Department will be signed by the Police Chief or sent in the name of the Police Chief and signed by an assistant chief or a bureau/precinct commander/administrator or designee.
- (3) Attorney, legal assistant, and law clerk positions assigned to the Department's Legal Unit may sign written communications directly relating to the functions and responsibilities of the Legal Unit if authorized by the Assistant Chief Counsel.
- (4) An identification line will be included in letters and memorandums showing the author's initials and serial number with the bureau fiscal identifier, the path, and document name in Arial 8 font.

EXAMPLE: klrA1234\ooa\i:hurt\memos 2002\request city busn leave

- (5) Department personnel should follow the specification as outlined in Linked Documents of this order when formatting memorandums and letters.
- (6) When submitting memorandums, employees will use the City memo template located in DMS.
 - (a) Memorandums will be printed on white paper with the black City symbol (Phoenix bird).
 - (b) Letters for external correspondence will be printed on colored City letterhead.
- (7) All correspondence must be routed through the bureau/precinct administrative staff before forwarding to the Office of Administration for signature.
- (8) If the letter and/or memorandum are requested in an alternate format, such as Braille or large print, the author of the document is responsible for complying with the request.

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5. F. Business Cards

(1) Printed at City Expense - Each assistant chief will establish a policy within their division regarding who will be authorized personalized City business cards.

- All memorandums requesting business cards to be printed at City expense will be forwarded directly to the Fiscal Management Bureau (FMB).

(2) Printed at Employee Expense - The employee's immediate supervisor will review the business card and approve the card prior to printing if the card meets the City's Graphic Standards.

(1) Once the cards have been printed, one approved card will be attached to a memorandum signed by the authorizing supervisor to be placed in the employee's division file.

(2) Exceptions to this policy; for example, including areas of specialization or certification on the privately printed cards, will require the approval of the employee's bureau/precinct commander/administrator.

G. Supervisors shall be responsible for ensuring employees under their span of control adhere to these requirements

6. **EMPLOYEE RESPONSIBILITY**

A. Employees are responsible for keeping up to date on written directives and communications by regularly accessing their DMS Inbox and acknowledging new revisions.

B. Employees will learn and thoroughly understand the laws and ordinances they are charged with enforcing and will have a working knowledge of the Operations Orders and applicable manuals.

C. Employees will have any applicable manuals readily accessible at all times while on duty, unless relieved of this responsibility by their supervisor.

7. **LINKED DOCUMENTS AND REFERENCE MATERIAL**

[3.8.01 Format for Policy Manuals](#)

[3.8.02 Department Forms](#)

[Policy Outline and Format](#)

[Policy Header Templates](#)

[Landscape Header/Table Template](#)

[Policy Revision Form](#)

[Department Letter Info](#)

[Department Memo Info](#)

[Department Memo Template](#)

[Department Business Cards](#)

Last Organizational Review:

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